

Missouri Department of Higher Education and Workforce Development

## FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

## OWD Issuance 19-2019: Statewide Confidentiality and Information Security Plan Policy

(Issued: April 08, 2020)

Last update: October 2021.

## Q: What was the recent update to the Confidentiality Policy, Attachment 1?

**A:** The Confidentiality and Information Security Plan was updated to communicate the following changes:

- System users MUST NOT share their user logins, and
- After hire, all system users will be required to review the Confidentiality and Information Security Plan and sign the self-attestation form on an annual basis in the month of December. System users who do not complete this by the end of the month will lose access.

Last update: December 2020.

- Q: Is it appropriate to state the referral to "Vocational Rehabilitation" by name or do staff need to refer to this as "a partner agency"?
- A: Vocational Rehabilitation is a required WIOA partner. It does not violate the confidentiality or case note policy to state the actual agency referral in this case. However, it is certainly acceptable to use "partner agency" in lieu of the actual agency.
- Q: Is it acceptable to upload documents in MoJobs that disclose a disability if the document supports qualifying eligibility verification?
- **A:** No. This information would be considered Confidential PII and should be retained in the participant's confidential file.

Last updated: September 2020.

Q: Can staff submit full Social Security Numbers (SSN) via the new IQ ticketing system?

A: No. Staff should <u>never</u> email, fax, or electronically submit full SSNs or other PII information. If staff violate this rule, OWD's Customer Support Unit (CSU) will follow the guidelines outlined in the policy attachment in order to determine the severity of the confidentiality breach and will take appropriate disciplinary actions.

Last updated: August 2020.

- Q: Can staff use the statewide case management system to look-up or assist people they personally know, such as family and friends?
- A: Staff may only look-up an individual if they are assisting them like they would any other customer. Staff may not randomly access any electronic record, as there needs to be a good reason for staff to be in the record. If staff are concerned about accessing a record of someone known to them, then they should reach out to a supervisor for assistance and guidance.

Please direct all questions or comments regarding the Issuance or this FAQ document to <a href="mailto:dwdpolicy@dhewd.mo.gov">dwdpolicy@dhewd.mo.gov</a>.

All active Issuances are available at <a href="mailto:jobs.mo.gov/dwdissuances">jobs.mo.gov/dwdissuances</a>. Expired/rescinded Issuances are available on request.

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Missouri Relay Services at 711.